



COMMUNITY
BLOOD BANK

A Member of America's Blood Centers

Our Donors Save Lives
Donor Portal FAQ

What changes will I see?

If you used the previous online appointment system, you may have noticed that you did not have access to any of your donation information. This new software allows us to provide you, our donors, with a more user-friendly, personal interface. You will now have access to your donor history, blood type, eligibility date and much more.

How will I create/access my account?

There will be a link to set up your account on our website, www.fourhearts.org. Simply click that link, and create a username and password in order to login. Your profile will not show your personal donation and eligibility information until your new profile is linked with our existing database through your Donor ID#. A CBB staff person will link your account manually the day after you create your profile.

If you would like to link your account immediately, please call us at (814) 456-4206, or toll free at 1-877-842-0631, or ask a staff person to provide you with your Donor ID# upon your next visit.

Please note if you are a Donor Chair **and** a donor you will need to create two accounts.

Are there password requirements?

Yes. Your password must be 5- 10 characters, with one number and one uppercase letter. For example your username could be janedonor, and your password could be jDonor1.

Are there other requirements?

Yes, in order for your account to be more successfully linked with the information we have for in our database, please enter in the name that you usually use when you sign in to donate blood. Please do not enter in any middle initials. The names must match exactly, so if your account won't link you can either give us a call or wait for a staff member to conduct daily data matches. Accounts created on a Friday may not be matched until Monday.

What if I've never donated?

You will not have a Donor ID# until you donate with Community Blood Bank. Your account will not be linked until after you donate.

Will I still be able to schedule appointments?

Absolutely. In fact, you will now be able to schedule appointments for any drive that has been loaded into our system – up to months in advance. You will also receive reminder emails or texts within 72 hours of your appointment. Business or school appointment schedules will be available online with consent from the organization's donor chairperson.

Will I still be able to view the blood drive map on fourhearts.org/donate?

No, the map has been integrated into the new donor portal so you must be logged in to view the map, or search for drives.

Will I still receive a "New Donor Card" (Blood Type Card)?

We will no longer be issuing New Donor Cards, as all of the information provided on them will now be available through your account.



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The New Point Store

Will I still get shirts and other gifts for donation milestones?

Yes! The Community Blood Bank could not provide life-saving blood products to our partner hospitals without your dedication and generosity. Our gifts are a token of our appreciation for all that you do for your community.

The change that you will see, however, is how the gifts are redeemed. There are many donors in our CBB family who look forward to receiving a t-shirt every year. Conversely, there are many donors who have expressed interest in other items. Our new software allows you to choose the reward you would like to earn.

Starting on Jan. 1, 2015 all donors started receiving a set number of points for each donation made. Additional points are earned for other activities, such as making and keeping an appointment and creating your account. These points will be recorded on your donor profile, and will be redeemable on our new point store for the gift of your choosing - ranging from pens to t-shirt, and more.

For reference, a t-shirt on the point store is redeemable for 400 points. Since the base value of a whole blood donation is 100 points, this equates to 4 donations to earn a t-shirt. This is the same scale that was used in our former 4-Life Program.

How will the point system be organized?

Donation Point Values:	
Whole Blood	100 points
Double Reds	200 points
Platelets	150 points
Double Platelets	200 points
Triple Platelets	250 points
Special Value Donations:	
Whole Blood (O Neg)	125 points
Double Reds (O Neg)	225 points
Bonus Points:	
Creating Account	25 points
Electronically Making & Keeping An Appointment	10 points
Survey Participation	15 points

Do Points Expire?

Yes. Points will expire after 16 months of inactivity, meaning that if you do not donate for 16 months your point balance will revert to zero.